

OBSERVATION REPORT #103

A review of reports on “Line Loss” indicates that Verizon has not accurately reported all customer accounts which were lost by the New Jersey CLECs.

Issue:

The line loss report is an electronic file made available from Verizon to CLECs/Resellers (non-facility based), which lists those end-users who have recently terminated their service with the CLEC. Reasons for service termination include action taken by the end user to effect a CLEC to CLEC migration, Verizon Winback or a disconnect. According to Verizon, the Network Service Provider (NSP) is required to provide the following information associated with a migration to the CLECs that lost the account:

- Working Telephone Number (WTN)
- Conversion Date (Date that the end users converted to the new LSP)

KPMG Consulting conducted a reconciliation test to validate that all CLECs’ working telephone numbers that had been lost in the state of New Jersey were properly included in the CLECs’ line loss reports. The Line Loss Reports reviewed in this test covered the period 2/13/01 through 2/25/01. KPMG Consulting utilized the extracted service order file and the extracted Line Loss Report that Verizon electronically transmitted to KPMG Consulting’s server as inputs¹ for this test.

KPMG Consulting identified 52 working telephone numbers as candidates for CLECs’ Line Loss Report from the service order file records that met the following criteria:

- FIDs of ORSID, OAECN, RSID and AECN
- Populated completion dates
- Billing Telephone Numbers (BTNs) with an NPA of “201”, “973”, “908”, “732”, “609”, or “856”

KPMG Consulting found 38 working telephone numbers (73%) in the line loss report. The 14 working telephone numbers, and their associated information that were not found in the Line Loss Report are listed in Table 1 below.

Table 1

No.	WTN	BTN	Service Order ID	Conversion date
1	7324952330	7324951048622	C-8609	2001-02-13
2	7325495464	609Z490204000	R-79285	2001-02-13
3	8562620963	8562620963240	D-77069	2001-02-13
4	8562997819	8562997819645	D-77055	2001-02-13
5	8564358192	8564351515464	C-70555	2001-02-13
6	8564519470	8564519470151	D-77064	2001-02-13
7	8564590553	8564590553846	D-77062	2001-02-13
8	8565071131	8565071131095	D-77059	2001-02-13

¹ Service order file and line loss report file used for this test were njsoi_045.txt.pgp and njsar_0214.txt.pgp, respectively.

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No.	WTN	BTN	Service Order ID	Conversion date
9	8565661200	609Z491187434	R-48563	2001-02-13
10	8566140715	8566140715272	D-77083	2001-02-13
11	8566351143	8569632242108	C-70561	2001-02-13
12	8566860587	8566860587402	D-77057	2001-02-13
13	8568584240	8568584240803	D-77075	2001-02-13
14	8569639302	8569635452732	C-86872	2001-02-14

Of the 38 WTNs that were found in the line loss report, 37 WTNs have accurate associated information (BTN, service order ID and conversion date). The billing telephone number, service order ID and conversion date of 1 WTN in the service order file (see Table 2) does not match with those in the Line Loss Report (see Table 3).

Table 2: Information in the service order file

No.	WTN	BTN	Service Order ID	Conversion date
1	8562340298	609Z490405226	R-51087	2001-02-13

Table 3: Information in the line loss report

No.	WTN	BTN	Service Order ID	Conversion date
1	8562340298	8562347803314	D-51094	2001-02-12

Assessment

CLECs require accurate information for their lost accounts, in order effectively to serve their customers.

Verizon's Response – 06/08/2001

The following is Verizon's response to KPMG's June 5th request for additional information:

CLEC initiated disconnect:

Public Documentation – CLEC Handbook section Vol. II 5.8
(http://www.bellatlantic.com/wholesale/html/handbooks/clec_resale/cr2toc.htm).

“The Line Loss Report is an electronic file made available to CLECs/Resellers, which lists those lines serving their end user customers that have moved to another local service provider.”

CLEC initiated disconnect orders do not constitute customers moving to another local service provider.

Additional Criteria:

As of the April 6, 2001 release, CLEC initiated disconnect orders are not evaluated or included on the Line Loss Report. These orders can be identified by the use of a WAT service order entry with the type of “D” (Disconnect).

Reporting inconsistencies:

Verizon determined that long distance carriers subscribing for notification was applicable only to CLEC initiated partial disconnect orders. The reporting inconsistency was the result of missing field components consistent with the other service order discrepancies.

CLEC initiated partial disconnect:

Public Documentation – CLEC Handbook section Vol. II 5.8
(http://www.bellatlantic.com/wholesale/html/handbooks/clec_resale/cr2toc.htm).

“The Line Loss Report is an electronic file made available to CLECs/Resellers, which lists those lines serving their end user customers that have moved to another local service provider”.

CLEC initiated partial disconnect orders do not constitute customers moving to another local service provider.

Additional Criteria:

As of the April 6, 2001 release, CLEC initiated partial disconnect orders are not evaluated or included on the Line Loss Report. A RSID or AECN entry and the absence of a CRO (corresponding related order) can identify these orders. If a CRO order is present the corresponding RSID or AECN entry is the same.

KPMG Consulting Response – 06/05/2001

Verizon investigated 34 working telephone numbers that met the Verizon supplied criteria but where not reported on the line loss report and discrepancies in the information on the line loss report. KPMG Consulting reviewed the results of Verizon's investigation and responded to Verizon's investigation results as follows:

CLEC initiated disconnect

According to Verizon, the disconnected working telephone numbers that were initiated by CLEC who owns those lines should not be included in the line loss report. Please direct KPMG Consulting to the public documents regarding this exclusion and provide the additional guideline/criteria to distinguish the CLEC initiated disconnect orders from other disconnect orders.

According to Verizon, the working telephone numbers with long distance carriers subscribing for notification would appear on the line loss report prior to April 11, 2001. KPMG Consulting investigated both orders and found the inconsistency as follows:

1. D-77862

This service order was found in the file nj_046.txt. It was a "D" order type with "ORSID" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order. The following part in the S&E section shows that the telephone number 2013959634 has no long distance carriers.

01	1FR	/LPIC NONE/LPCX 9199 /LPCA DT, 12-29-99 /PIC NONE/PICX NO/BLKD A
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KPMG Consulting was not able to find this line in the line loss report according to Verizon's explanation.

2. D-80130

This service order was found in the file nj_051.txt. It was a "D" order type with "ORSID" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order. This order contained 2 lines, i.e. 9734845368 (BTN) and 9734840583 (Auxiliary lines). The following part in the S&E section shows that both lines have no long distance carriers.

For 9734845368,

01	1FR	/LPIC NONE/LPCX 9199 /LPCA DT, 01-17-01 /PIC NONE/PICX NO /PCA DT, 01-17-01 /BLKD A,B/RCU TWC
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For 9734840583,

01	ALN	/TN 973 484-0583
		/LPIC NONE/LPCX 9199
		/LPCA DT, 01-04-01
		/PIC NONE/PICX NO
		/BLKD A,B/RCU TWC

According to Verizon's explanation, both lines should not be included in the line loss report. However, KPMG Consulting was able to find the BTN (9734845368) was listed in the line loss report (njsar_0221.txt) and was not able to find the auxiliary line (9734840583) in the line loss report.

Software defect in line loss parser

According to Verizon, these 5 working telephone numbers should have been included in the line loss report, but were not included because of the software defect. Since the software modification was implemented in April 2001, KPMG Consulting will not be able to validate the result of this modification without the retest.

In conclusion, these 5 working telephone numbers are considered missing in the line loss report.

CLEC initiated partial disconnect

According to Verizon, the disconnected working telephone numbers that were initiated by CLEC who owns those lines should not be included in the line loss report. Please direct KPMG Consulting to the public documents regarding this exclusion and provide the additional guideline/criteria to distinguish the CLEC initiated partial disconnect orders from other disconnect orders.

Partial migration with facilities reuse

According to Verizon, the telephone number 908689613 should have been included in the line loss report. Verizon will implement software modification on June 4th. Therefore, KPMG Consulting will not be able to validate the result of this modification without the retest.

In conclusion, this telephone number is considered missing in the line loss report.

Service order discrepancies

According to Verizon, the service order C-92144 and C-92145 were identified as CLEC initiated partial migration and not reported in the line loss report. Please direct KPMG Consulting to the public documents regarding this exclusion and provide the additional guideline/criteria to distinguish the CLEC initiated partial migration orders from other migration orders.

The telephone number 6095856560 from the Winback service order R-29015 should have been included in the line loss report, but was not included because of the error in order writing. Therefore, this telephone number is considered missing in the line loss report.

The telephone number 7325316059 from the Winback service order R-98432 and the telephone number 7328660720 from the Winback service order R-70916 should have been included in the line loss report, but were not included because of the error in order writing. Therefore, these two telephone numbers are considered missing in the line loss report.

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Auxiliary line does not meet criteria

KPMG Consulting agreed with Verizon's investigation result. This telephone number will be considered not eligible for line loss report.

Discrepancies of the completion date

KPMG Consulting understood the Verizon investigation result that the completion dates of these 4 telephone numbers from 3 service orders were incorrectly populated.

Discrepancies of the service order number

KPMG Consulting understood Verizon's investigation result that the initial service order instead of the subsequent revision of the order ("A" order) is reported on the line loss report. KPMG Consulting found the initial service order of both service orders in the line loss report. These 4 telephone numbers will be considered not eligible for line loss report.

Discrepancies of the customer code after the billing telephone number

KPMG Consulting reviewed Verizon's investigation result and found that most of new billing accounts are created by incrementing the old customer code by one. However, the billing accounts for row 79-126 (See Appendix A) are not consistent with others.

Since KPMG Consulting does not have the CLEC's old account information for those lines, it is not able to validate the result.

Verizon response 05-24-2001

KPMG Consulting identified 34 working telephone numbers that met the Verizon supplied criteria but were not reported on the line loss report. KPMG also identified discrepancies in the information on the line loss report. Results of Verizon's investigation are outlined below.

Verizon's investigation of the working telephone numbers not appearing on the line loss report are listed below:

CLEC initiated disconnects				
No.	WTN	BTN	Service Order ID	Conversion date
1	2013959634	2013959634909	D-77862	2001-02-14
7	9734840583	9734845368208	D-80130	2001-02-20

Verizon's response: The service orders D-77862 and D-80130 are CLEC initiated disconnect orders and not line losses. In the April release, Verizon implemented a software enhancement to eliminate CLEC initiated partial and full disconnect from receiving line loss report notification. On April 11, 2001 a Change Control informational message was distributed to reflect this update. Prior to this release, only working telephone numbers with long distance carriers subscribing for notification appeared on the line loss report. In this example, both accounts did not have long distance carriers.

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Software defect in line loss parser

No.	WTN	BTN	Service Order ID	Conversion date
2	2017910550	2017910550475	D-27900	2001-02-16
3	2017911053	2017910550475	D-27900	2001-02-16
4	2017911456	2017910550475	D-27900	2001-02-16
5	2017917610	2017910550475	D-27900	2001-02-16
6	2017917615	2017910550475	D-27900	2001-02-16

Verizon's response: The Service Order D-27900 was issued to fulfill a full migration request. A software defect was discovered when “ /TN with associated number” was populated in the listing section of the service order. This defect caused the service order to be bypassed from inclusion in the line loss report. A software modification was implemented in the April release to ignore information in the listing section of the service order.

CLEC initiated partial disconnect

No.	WTN	BTN	Service Order ID	Conversion date
10	2017951428	2017955520810	C-62276	2001-02-14
11	2019390602	2019390602381	C-80467	2001-02-14
12	9732632200	9732571347649	C-38392	2001-02-14
13	9732632522	9732571347649	C-38392	2001-02-14
14	7322876096	7322879570566	C-80468	2001-02-15
15	7322876564	7322879570566	C-80468	2001-02-15
16	7322879551	7322879570566	C-80468	2001-02-15
17	7322879552	7322879570566	C-80468	2001-02-15
18	7322879557	7322879570566	C-80468	2001-02-15
19	7322879558	7322879570566	C-80468	2001-02-15
20	7322879568	7322879570566	C-80468	2001-02-15
21	7322879571	7322879570566	C-80468	2001-02-15
22	7322879574	7322879570566	C-80468	2001-02-15
23	7322879576	7322879570566	C-80468	2001-02-15
24	7322879582	7322879570566	C-80468	2001-02-15
25	7322879583	7322879570566	C-80468	2001-02-15
26	7322879585	7322879570566	C-80468	2001-02-15
27	7322879586	7322879570566	C-80468	2001-02-15
28	7322879587	7322879570566	C-80468	2001-02-15
29	7322879591	7322879570566	C-80468	2001-02-15

Verizon's response: The service orders C-62276, C-80467, C-38392 and C-80468 are CLEC initiated partial disconnects not line losses. In the April release, Verizon implemented a software enhancement to eliminate the CLEC initiated partial and full disconnect notifications. On April 11, 2001 a Change Control informational message was distributed to reflect this update. Prior to this release only working telephone numbers with long distance carriers requesting notification appeared on the line loss report. In this example, the long distance carriers “ACT”, “ATZ”, and “ATX” did not subscribe to notification.

Partial migration with facilities reuse

No.	WTN	BTN	Service Order ID	Conversion date
30	9086898613	9086890994309	C-55893	2001-02-16

Verizon's response: The service order C-55893 is a partial migration request. The line loss process interpreted this service order as a CLEC initiated partial disconnect. A software modification will be implemented June 4th to recognize the RUF fid as an indicator of facilities reuse and generate a line loss report entry.

Service order discrepancies

No.	WTN	BTN	Service Order ID	Conversion date
8	7328312959	7328312960110	C-92144	2001-02-09
9	7328312959	7328312960110	C-92145	2001-02-09
31	6095856560	6095858426775	R-29015	2001-02-14
32	7325316059	7325311948142	R-98432	2001-02-15
33	7328660720	7322949756320	R-70916	2001-02-19

Verizon's response: Service Order C-92144 and C-92145 were issued as part of a full migration request. Normal service order procedure is to issue a total disconnect using a "D" service order and establish new service using an "N" order. The "C" service orders were identified as CLEC initiated partial migrations and not reported. Service order R-29015 is an example of a Winback order. The working telephone number in question was not reported due to the omission of this telephone number on the service order following the ALN USOC. When a working telephone number is omitted the default reporting is on the billing telephone number. Service Order R-98432 and R-79016 are also Winback orders. An internal application table refines the criteria of eligible lines to be reported on the line loss report. For the "ALN" USOC, the required field components are: (LPCA, LPIC, LPCX, PIC, PICA, PICX). The service order entry for this working telephone number was created without all the required components and was dropped from the line loss report. These service orders were reviewed with the representatives that issued them and the proper service order procedures were reinforced.

Auxiliary line does not meet criteria

No.	WTN	BTN	Service Order ID	Conversion date
34	7323930358	7323934800621	R-27574	2001-02-20

Verizon's response: Service order R-27574 did not match the criteria of a dial tone USOC with (LPIC). The "/DES" information found on the main billing number denotes a comment and is not the telephone number associated with the dial tone line.

KPMG Consulting identified discrepancies on the following service orders between the service order completion date and the date reported on the LLR.

No.	WTN	BTN	Service Order ID	Service Order Date	Conversion Date
1	9732840907	9732840907005	D-87558	2001-02-15	2001-02-16
2	8562327744	8562327755064	D-80462	2001-02-16	2001-02-15
4	2013690583	2013690583622	D-79505	2001-02-16	2001-02-17

Verizon's response: For service orders D-87558 and D-79505 the service order completion date was missed and the line loss report reflected the actual conversion date. For service order D-80462, Verizon is unable to determine whether the date change was customer or Verizon initiated. In all of the cases, the NMC neglected to update the service order with the new completion date. The NMC has been reminded of the requirement to change disconnect dates on service orders when a date request change is received.

KPMG Consulting identified discrepancies on the following service orders numbers that differ from those on the Line Loss Report.

No.	WTN	BTN	Service Order ID	Conversion date
1	6096834120	6096830460490	R-56484A	2001-02-16
2	6096830460	6096830460490	R-56484A	2001-02-16

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No.	WTN	BTN	Service Order ID	Conversion date
3	7325740470	7325741880455	R-70951A	2001-02-19
4	7325741880	7325741880455	R-70951A	2001-02-19

Verizon's response: Service orders R-56484A and R-70951A are revisions to the initial service order R-56484 and R-70951. The notification was reported on the initial service order processed by the system. The "A" order is a subsequent revision and the internal look-up matched the key information and therefore was eliminated as a duplicate.

KPMG Consulting identified discrepancies on 229 billing telephone numbers with different customer codes on the service order than from those reported out on the Line Loss Report.

Verizon's response: The customer codes on the 229 service orders referenced in this observation are creating new billing accounts by incrementing the old customer code. The customer code reported on the line loss report is the account's original customer code not the newly created customer code. The old customer code is retrieved from the line loss application's database. The billing account information including customer code on the line loss report matches the losing CLEC's account information.

KPMG Consulting Response – 05/15/2001

KPMG Consulting reviewed the Verizon-New Jersey's internal document, line_loss_nj_v2.doc, and had a discussion with a Verizon-New Jersey Subject Matter Expert. The final criteria provided by Verizon-New Jersey on April 27, 2001 encompasses the following scenarios²:

- a. Disconnect a Resale account
- b. Disconnect a UNE-Platform account
- c. CLEC Migration from a Resale CLEC to another Resale CLEC
- d. CLEC Migration from a UNE-Platform CLEC to another UNE-Platform CLEC
- e. CLEC Migration from a Resale CLEC to another UNE-Platform CLEC
- f. CLEC Migration from a UNE-Platform CLEC to another Resale CLEC
- g. Conversion from a Resale CLEC to a Facilities-based CLEC (UNE-L Conversion)
- h. Conversion from a UNE-Platform CLEC to a Facilities-based CLEC (UNE-L Conversion)
- i. Verizon Winback

KPMG Consulting re-evaluated the line loss reports by using these criteria. KPMG Consulting identified the candidates for the CLEC's line loss report from 7 extracted service order files³ that Verizon transmitted to KPMG Consulting's server via direct FTP and compared these candidates against 16 line loss reports⁴ that Verizon transmitted to KPMG Consulting's server via direct FTP.

² The details of the criteria for each scenario are considered confidential to Verizon-New Jersey and are not disclosed in this observation.

³ Service order files used for this test were njsoi_045.txt, njsoi_046.txt, njsoi_047.txt, njsoi_048.txt, njsoi_049.txt, njsoi_050.txt and njsoi_051.txt.

⁴ Line loss report files used for this test were njsar_0214.txt, njsar_0215.txt, njsar_0216.txt, njsar_0217.txt, njsar_0218.txt, njsar_0219.txt, njsar_0220.txt, njsar_0221.txt, njsar_0222.txt, njsar_0223.txt, njsar_0224.txt, njsar_0225.txt, njsar_0226.txt, njsar_0227.txt, njsar_0228.txt, and njsar_0301.txt

KPMG Consulting identified 770 working telephone numbers that met the criteria for the CLECs' Line Loss Report. KPMG Consulting compared 770 working telephone numbers with 16 line loss reports and found 736 working telephone numbers in the line loss report. KPMG Consulting could not find 34 working telephone numbers in the line loss report (See Table 4 for those working telephone numbers, and their associated information below).

Table 4

No.	WTN	BTN	Service Order ID	Conversion date
1	2013959634	2013959634909	D-77862	2001-02-14
2	2017910550	2017910550475	D-27900	2001-02-16
3	2017911053	2017910550475	D-27900	2001-02-16
4	2017911456	2017910550475	D-27900	2001-02-16
5	2017917610	2017910550475	D-27900	2001-02-16
6	2017917615	2017910550475	D-27900	2001-02-16
7	9734840583	9734845368208	D-80130	2001-02-20
8	7328312959	7328312960110	C-92144	2001-02-09
9	7328312959	7328312960110	C-92145	2001-02-09
10	2017951428	2017955520810	C-62276	2001-02-14
11	2019390602	2019390602381	C-80467	2001-02-14
12	9732632200	9732571347649	C-38392	2001-02-14
13	9732632522	9732571347649	C-38392	2001-02-14
14	7322876096	7322879570566	C-80468	2001-02-15
15	7322876564	7322879570566	C-80468	2001-02-15
16	7322879551	7322879570566	C-80468	2001-02-15
17	7322879552	7322879570566	C-80468	2001-02-15
18	7322879557	7322879570566	C-80468	2001-02-15
19	7322879558	7322879570566	C-80468	2001-02-15
20	7322879568	7322879570566	C-80468	2001-02-15
21	7322879571	7322879570566	C-80468	2001-02-15
22	7322879574	7322879570566	C-80468	2001-02-15
23	7322879576	7322879570566	C-80468	2001-02-15
24	7322879582	7322879570566	C-80468	2001-02-15
25	7322879583	7322879570566	C-80468	2001-02-15
26	7322879585	7322879570566	C-80468	2001-02-15
27	7322879586	7322879570566	C-80468	2001-02-15
28	7322879587	7322879570566	C-80468	2001-02-15
29	7322879591	7322879570566	C-80468	2001-02-15
30	9086898613	9086890994309	C-55893	2001-02-16
31	6095856560	6095858426775	R-29015	2001-02-14
32	7325316059	7325311948142	R-98432	2001-02-15
33	7328660720	7322949756320	R-70916	2001-02-19
34	7323930358	7323934800621	R-27574	2001-02-20

These 34 working telephone numbers in Table 4 were the telephone numbers from the following 14 service orders.

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1. D-77862

This service order was found in the file nj_046.txt. It was a "D" order type with "ORSID" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order.

2. D-27900

This service order was found in the file nj_047.txt. It was a "D" order type with "ORSID" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order.

3. D-80130

This service order was found in the file nj_051.txt. It was a "D" order type with "ORSID" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order. This order contained 2 lines, i.e. 9734845368 (BTN) and 9734840583 (Auxiliary lines). The BTN was listed in the line loss report (njsar_0221.txt); however, the auxiliary line was not.

4. C-92144

This service order was found in the file nj_046.txt. It was a "C" order type with "AECN" and the WAT of "W" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order.

5. C-92145

This service order was found in the file nj_046.txt. It was a "C" order type with "AECN" and the WAT of "W" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order.

6. C-62276

This service order was found in the file nj_046.txt. It was a "C" order type with "RSID" and the WAT of "C" in the identification section of the service order. It also had "O" action with LPIC for the auxiliary line in the S&E section of the service order.

7. C-80467

This service order was found in the file nj_045.txt. It was a "C" order type with "RSID" and the WAT of "C" in the identification section of the service order. It also had "O" action with LPIC for the auxiliary line in the S&E section of the service order.

8. C-38392

This service order was found in the file nj_045.txt. It was a "C" order type with "RSID" and the WAT of "C" in the identification section of the service order. It also had "O" action with LPIC in the S&E section of the service order.

9. C-80468

This service order was found in the file nj_046.txt. It was a "C" order type with "RSID" and the WAT of "C" in the identification section of the service order. It also had "O" action with LPIC for the auxiliary lines in the S&E section of the service order.

10 C-55893

This service order was found in the file nj_047.txt. It was a “C” order type with “RSID” and the WAT of “V” in the identification section of the service order. It also had “O” action with LPIC in the S&E section of the service order.

10. R-29015

This service order was found in the file nj_045.txt. It was an “R” order type with “ORSID” in the identification section of the service order. The ILB (In Line of Business) in the BILL section was less than 10. It also had “R” action with LPIC in the S&E section of the service order. This order contained 2 lines, i.e. 6095858426 (BTN) and 6095856560 (Auxiliary lines). The BTN was listed in the line loss report (njsar_0215.txt); however, the auxiliary line was not.

11. R-98432

This service order was found in the file nj_046.txt. It was an “R” order type with “ORSID” in the identification section of the service order. The ILB (In Line of Business) in the BILL section was less than 10. It also had “R” action with LPIC in the S&E section of the service order. This order contained 2 lines, i.e. 7325311948 (BTN) and 7325316059 (Auxiliary lines). The BTN was listed in the line loss report (njsar_0216.txt); however, the auxiliary line was not.

12. R-70916

This service order was found in the file nj_050.txt. It was an “R” order type with “ORSID” in the identification section of the service order. The ILB (In Line of Business) in the BILL section was less than 10. It also had “R” action with LPIC in the S&E section of the service order. This order contained 2 lines, i.e. 7322949756 (BTN) and 7328660720 (Auxiliary lines). The BTN was listed in the line loss report (njsar_0221.txt); however, the auxiliary line was not.

13. R-27574

This service order was found in the file nj_051.txt. It was an “R” order type with “ORSID” in the identification section of the service order. The ILB (In Line of Business) in the BILL section was less than 10. It also had “R” action with LPIC in the S&E section of the service order. This order contained 2 lines, i.e. 7323934800 (BTN) and 7323930358 (Auxiliary lines). The BTN was listed in the line loss report (njsar_0221.txt); however, the auxiliary line was not.

In addition, KPMG Consulting uncovered the following discrepancies from the 736 records found in the line loss report:

1. The completion dates/conversion dates on the service orders are different from those on the line loss report. Table 5 and 6 show the discrepancies of the conversion dates.

Table 5: Information in the service order file

No.	WTN	BTN	Service Order ID	Conversion date
1	9732840907	9732840907005	D-87558	2001-02-15
2	8562327744	8562327755064	D-80462	2001-02-16
3	8562327755	8562327755064	D-80462	2001-02-16

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4	2013690583	2013690583622	D-79505	2001-02-16
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Table 6: Information in the line loss report

No.	WTN	BTN	Service Order ID	Conversion date
1	9732840907	9732840907005	D-87558	2001-02-16
2	8562327744	8562327755064	D-80462	2001-02-15
3	8562327755	8562327755064	D-80462	2001-02-15
4	2013690583	2013690583622	D-79505	2001-02-17

- The service order IDs on the service orders are different from those on the line loss report. Table 7 and 8 show the discrepancies of the conversion dates.

Table 7: Information in the service order file

No.	WTN	BTN	Service Order ID	Conversion date
1	6096834120	6096830460491	R-56484A	2001-02-16
2	6096830460	6096830460491	R-56484A	2001-02-16
3	7325740470	7325741880455	R-70951A	2001-02-19
4	7325741880	7325741880455	R-70951A	2001-02-19

Table 8: Information in the line loss report

No.	WTN	BTN	Service Order ID	Conversion date
1	6096834120	6096830460490	R-56484	2001-02-16
2	6096830460	6096830460490	R-56484	2001-02-16
3	7325740470	7325741880454	R-70951	2001-02-19
4	7325741880	7325741880454	R-70951	2001-02-19

The billing telephone numbers with customer code on the service orders are different from those on the line loss report. The billing telephone numbers with customer code of 229 records in the service order files are different from those in the line loss report. Appendix A and B show the discrepancies of the billing telephone numbers with customer code. However, the 10-digit billing telephone numbers of all 736 records in the service order files are the same as those in the line loss report.

Verizon Response – 04/17/2001

To correctly evaluate line loss eligibility, please use the line_loss_nj_v2.doc, which details the New Jersey specific line loss criteria. This document should address the KPMG criteria questions raised in the observation response.

Additional KPMG concern:

KPMG raised an additional concern that Verizon sent data to its servers via direct FTP without informing KPMG Consulting of the change in the process.

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Verizon was advised by KPMG not to send information to their EDI server. Verizon was instructed by KPMG to place data on an alternative server. KPMG provided the Verizon IT team direction on the appropriate server IP address, the directory structure, and the server's access information (logon id and password).

Verizon worked under the direction of KPMG's Tony Jones and James Green to resolve transmission issues with destination servers.

KPMG Consulting Response – 04/04/2001

KPMG Consulting investigated two types of conditions identified by Verizon.

Accounts that should appear on the Line Loss Report

KPMG Consulting agrees that eight working telephone numbers appear on the February 15th Line Loss Report. Based on further investigation, KPMG Consulting found the February 15th Line Loss Report which had not been electronically transmitted to KPMG Consulting's servers via NDM as the February 14th Line Loss Report file had been transmitted. Instead, the February 15th Line Loss Report was transmitted to KPMG Consulting's servers via direct FTP without informing KPMG Consulting of the change in the process. As a result of this investigation, KPMG Consulting found several service order files and line loss report files transmitted to KPMG Consulting via direct FTP. KPMG Consulting is conducting another reconciliation test to validate that CLECs' lost working telephone numbers in the additional files transmitted to KPMG Consulting via FTP were properly included in the CLECs' line loss reports.

For the working telephone number of 8562340298, the service order D-51094 was not included in the service order file received from Verizon (njsoi_045.txt.pgp). However, the service order R-51087 included in the service order file met the criteria provided by Verizon. Criteria for candidates for Line Loss Report proposed by Verizon to conduct this test for Rhode Island are:

- 1) FIDs of ORSID, OAECN, RSID or AECN, and
- 2) Populated completion dates

Since the service order R-51087 met all of the above criteria, KPMG Consulting requires additional criteria to disqualify this service order as a candidate for the Line Loss Report.

Accounts that are not candidates for the Line Loss Report

Based on the criteria of selecting candidates for the Line Loss Report, all six working telephone numbers are candidates. KPMG Consulting understands that the following service orders should not be considered as candidates for Line Loss Report since a CLEC did not lose an account:

1. The service orders for a Local Service Provider's request for a non-payment suspension.
2. The service orders for a request for a telephone number change on an existing working number.
3. The service orders for a listing modification request.

However, the criteria for candidates for the Line Loss Report provided by Verizon were not sufficient to distinguish these types of service orders, as described above. In order to further conduct this test, additional criteria are required so that the service orders that met the previous criteria but did not result in the CLECs' loss of an account are properly excluded from the candidates for Line Loss Report.

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Verizon Response – 03/20/2001

KPMG identified 14 working telephone number transactions that were not found on the Line Loss Report. In addition, KPMG has questioned the accuracy of a Line Loss Report entry. As a result of Verizon's investigation, two types of conditions were identified. Accounts that should appear on the Line Loss Report and accounts that are not candidates for inclusion on the Line Loss Report.

Accounts that should appear on the Line Loss Report

Verizon agrees with KPMG that the following working telephone numbers should appear on the Line Loss Report. The service orders were completed on February 13th and appeared on the February 15th Line Loss Report.

No.	WTN	BTN	Service Order ID	Conversion date
3	8562620963	8562620963240	D-77069	2001-02-13
4	8562997819	8562997819645	D-77055	2001-02-13
6	8564519470	8564519470151	D-77064	2001-02-13
7	8564590553	8564590553846	D-77062	2001-02-13
8	8565071131	8565071131095	D-77059	2001-02-13
10	8566140715	8566140715272	D-77083	2001-02-13
12	8566860587	8566860587402	D-77057	2001-02-13
13	8568584240	8568584240803	D-77075	2001-02-13

The service orders listed below are related components of a Loop migration request. Three service orders are required to fulfill this request. The N-51098 order (*not referenced in the observation*) will establish the new loop account. The R-51087 order establishes the listing under the new Local Service Provider. The D-51094 removes the account from the old Local Service Provider. Verizon appropriately reported the activity generated from the D-51094 order.

Table 2 & Table 3 combined

No.	WTN	BTN	Service Order ID	Conversion date
1	8562340298	609Z490405226	R-51087	2001-02-13
1	8562340298	8562347803314	D-51094	2001-02-12

Accounts that are not candidates for the Line Loss Report

This service order reflects a Local Service Provider's request for a non-payment suspension.

No.	WTN	BTN	Service Order ID	Conversion date
1	7324952330	7324951048622	C-8609	2001-02-13

These service orders request a telephone number change on an existing working number.

No.	WTN	BTN	Service Order ID	Conversion date
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No.	WTN	BTN	Service Order ID	Conversion date
5	8564358192	8564351515464	C-70555	2001-02-13
11	8566351143	8569632242108	C-70561	2001-02-13
14	8569639302	8569635452732	C-86872	2001-02-14

The following service orders request listing modifications.

No.	WTN	BTN	Service Order ID	Conversion date
2	7325495464	609Z490204000	R-79285	2001-02-13
9	8565661200	609Z491187434	R-48563	2001-02-13

Appendix A: Billing Telephone Number with Customer Code from Service Orders

No.	BTN with customer code	WTN	Service Order ID	Conversion date
1	2012176614133	2012173840	R-97710	2001-02-20
2	2012176614133	2012176614	R-97710	2001-02-20
3	2012391471367	2012391471	R-42879	2001-02-14
4	2013460960954	2013630065	R-29947	2001-02-16
5	2013879228814	2013857734	R-69688	2001-02-16
6	2013879228814	2014399577	R-69688	2001-02-16
7	2014346556906	2013321909	R-95134	2001-02-15
8	2014346556906	2014346589	R-95134	2001-02-15
9	2014402071085	2014405095	R-98370	2001-02-15
10	2015411600257	2015411656	R-29532	2001-02-13
11	2015411600257	2015417334	R-29532	2001-02-13
12	2015411600257	2015417737	R-29532	2001-02-13
13	2015411600257	2015417738	R-29532	2001-02-13
14	2016664408534	2016666635	R-98864	2001-02-16
15	2016707956600	2016700996	R-31051	2001-02-20
16	2018259500134	2018251336	R-16186	2001-02-20
17	2018259500134	2018253146	R-16186	2001-02-20
18	2018259500134	2018253180	R-16186	2001-02-20
19	2018259500134	2018253243	R-16186	2001-02-20
20	2018259500134	2018253337	R-16186	2001-02-20
21	2018259500134	2018253410	R-16186	2001-02-20
22	2018259500134	2018253474	R-16186	2001-02-20
23	2018259500134	2018254829	R-16186	2001-02-20
24	2018259500134	2018254857	R-16186	2001-02-20
25	2018259500134	2018258160	R-16186	2001-02-20
26	2018259500134	2018258168	R-16186	2001-02-20
27	2018259500134	2018259501	R-16186	2001-02-20
28	2018259500134	2018259502	R-16186	2001-02-20
29	2018259500134	2018259503	R-16186	2001-02-20
30	2018259500134	2018259507	R-16186	2001-02-20
31	2018259500134	2018259513	R-16186	2001-02-20
32	2018259500134	2018259518	R-16186	2001-02-20
33	2018259500134	2018259626	R-16186	2001-02-20
34	2018259500134	2018259704	R-16186	2001-02-20
35	2018259500134	2018259739	R-16186	2001-02-20
36	2018408191980	2018408185	R-98397	2001-02-15
37	2018471044631	2018471043	R-29772	2001-02-14

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
38	2018471044631	2018471045	R-29772	2001-02-14
39	2018471044631	2018471333	R-29772	2001-02-14
40	2019919294002	2019914345	R-29794	2001-02-15
41	6093957275311	6093957276	C-57930	2001-02-20
42	6093966802039	6093961952	R-55545	2001-02-14
43	6093975661380	6093977053	R-30645	2001-02-20
44	6094660191620	6093339857	R-28724	2001-02-16
45	6094660191620	6094661692	R-28724	2001-02-16
46	6094660191620	6094661835	R-28724	2001-02-16
47	6094763716961	6094762179	R-13728	2001-02-14
48	6094972315125	6094972325	R-29397	2001-02-14
49	6095230033315	6095238787	R-56879	2001-02-16
50	6095979000018	6095974000	R-38396	2001-02-16
51	6095979000018	6095977507	R-38396	2001-02-16
52	6095979000018	6099787283	R-38396	2001-02-16
53	6096713204691	6096713205	R-24530	2001-02-14
54	6096713206692	6096713207	R-24532	2001-02-14
55	6096713208693	6096713209	R-24531	2001-02-14
56	6096713210694	6096713211	R-24533	2001-02-14
57	6096830460491	6096834120	R-56484	2001-02-16
58	6096830460491	6096830460	R-56484	2001-02-16
59	6096830460491	6096834120	R-56484A	2001-02-16
60	6096830460491	6096830460	R-56484A	2001-02-16
61	6096985421423	6096985430	R-29906	2001-02-16
62	6098779577708	6098779563	R-15165	2001-02-16
63	6098867594549	6098863138	R-96009	2001-02-15
64	6099271580980	6099263167	R-29743	2001-02-20
65	6099533385331	6099530889	R-29167	2001-02-16
66	6099533385331	6099537167	R-29167	2001-02-16
67	6099677800226	6099671149	R-16246	2001-02-15
68	6099677800226	6099671698	R-16246	2001-02-15
69	6099677800226	6099671699	R-16246	2001-02-15
70	6099677800226	6099671703	R-16246	2001-02-15
71	6099677800226	6099674485	R-16246	2001-02-15
72	6099677800226	6099674493	R-16246	2001-02-15
73	6099677800226	6099678005	R-16246	2001-02-15
74	6099677800226	6099678006	R-16246	2001-02-15
75	6099677800226	6099678009	R-16246	2001-02-15
76	6099677800226	6099679217	R-16246	2001-02-15

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
77	6099716865452	6099713845	R-99055	2001-02-19
78	6099716865452	6099719081	R-99055	2001-02-19
79	7322240154837	7322240679	C-53105	2001-02-13
80	7322240154837	7322240735	C-53105	2001-02-13
81	7322240154837	7322240913	C-53105	2001-02-13
82	7322240154837	7322241159	C-53105	2001-02-13
83	7322240154837	7322241248	C-53105	2001-02-13
84	7322240154837	7322243874	C-53105	2001-02-13
85	7322240154837	7322247086	C-53105	2001-02-13
86	7322240154837	7322247092	C-53105	2001-02-13
87	7322240154837	7322247294	C-53105	2001-02-13
88	7322240154837	7322247392	C-53105	2001-02-13
89	7322240154837	7322248752	C-53105	2001-02-13
90	7322240154837	7322249156	C-53105	2001-02-13
91	7322240154837	7322249180	C-53105	2001-02-13
92	7322240154837	7322249326	C-53105	2001-02-13
93	7322240154837	7322249371	C-53105	2001-02-13
94	7322240154837	7325300359	C-53105	2001-02-13
95	7322240154837	7325300749	C-53105	2001-02-13
96	7322240154837	7325301421	C-53105	2001-02-13
97	7322240154837	7325301532	C-53105	2001-02-13
98	7322240154837	7325302151	C-53105	2001-02-13
99	7322240154837	7325303263	C-53105	2001-02-13
100	7322240154837	7325303296	C-53105	2001-02-13
101	7322240154837	7325303475	C-53105	2001-02-13
102	7322240154837	7325303762	C-53105	2001-02-13
103	7322240154837	7325304175	C-53105	2001-02-13
104	7322240154837	7325304638	C-53105	2001-02-13
105	7322240154837	7325305328	C-53105	2001-02-13
106	7322240154837	7325307924	C-53105	2001-02-13
107	7322240154837	7325308010	C-53105	2001-02-13
108	7322240154837	7325308051	C-53105	2001-02-13
109	7322240154837	7325308056	C-53105	2001-02-13
110	7322240154837	7325308123	C-53105	2001-02-13
111	7322240154837	7325308182	C-53105	2001-02-13
112	7322240154837	7325308327	C-53105	2001-02-13
113	7322240154837	7325308369	C-53105	2001-02-13
114	7322240154837	7325308374	C-53105	2001-02-13
115	7322240154837	7325308423	C-53105	2001-02-13

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
116	7322240154837	7325308571	C-53105	2001-02-13
117	7322240154837	7325308607	C-53105	2001-02-13
118	7322240154837	7325308624	C-53105	2001-02-13
119	7322240154837	7325308918	C-53105	2001-02-13
120	7322240154837	7325308923	C-53105	2001-02-13
121	7322240154837	7325308930	C-53105	2001-02-13
122	7322240154837	7325308956	C-53105	2001-02-13
123	7322240154837	7325309314	C-53105	2001-02-13
124	7322240154837	7325309532	C-53105	2001-02-13
125	7322240154837	7325309635	C-53105	2001-02-13
126	7322240154837	7329369137	C-53105	2001-02-13
127	7322409533271	7322403742	R-69893	2001-02-14
128	7322646845136	7322646847	R-29047	2001-02-14
129	7323907784333	7323908618	R-70193	2001-02-16
130	7324314234420	7324315428	R-30254	2001-02-19
131	7325741880455	7325740470	R-70951	2001-02-19
132	7325741880455	7325741880	R-70951	2001-02-19
133	7325741880455	7325740470	R-70951A	2001-02-19
134	7325741880455	7325741880	R-70951A	2001-02-19
135	7326800129450	7326801515	C-57924	2001-02-16
136	7329880986622	7329880986	R-32207	2001-02-20
137	8562274826260	8562325602	R-98779	2001-02-20
138	8564282615498	8564282886	R-24356	2001-02-14
139	8564531626234	8564557049	R-69853	2001-02-15
140	8564670700950	8564670412	R-27694	2001-02-20
141	8564670700950	8564671218	R-27694	2001-02-20
142	8564670700950	8564671836	R-27694	2001-02-20
143	8564670700950	8564671932	R-27694	2001-02-20
144	8564670700950	8564672003	R-27694	2001-02-20
145	8564670700950	8564672081	R-27694	2001-02-20
146	8564670700950	8564672108	R-27694	2001-02-20
147	8564670700950	8564672114	R-27694	2001-02-20
148	8564670700950	8564672147	R-27694	2001-02-20
149	8564670700950	8564672150	R-27694	2001-02-20
150	8564670700950	8564672152	R-27694	2001-02-20
151	8564670700950	8564672189	R-27694	2001-02-20
152	8564670700950	8564672279	R-27694	2001-02-20
153	8564670700950	8564672291	R-27694	2001-02-20
154	8564670700950	8564672303	R-27694	2001-02-20

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
155	8564670700950	8564672358	R-27694	2001-02-20
156	8564670700950	8564672376	R-27694	2001-02-20
157	8565411700390	8565410365	R-27573	2001-02-15
158	8565411700390	8565413862	R-27573	2001-02-15
159	8565411700390	8565415783	R-27573	2001-02-15
160	8565411700390	8565418584	R-27573	2001-02-15
161	8565411700390	8565419355	R-27573	2001-02-15
162	8565411700390	8565419358	R-27573	2001-02-15
163	8565411700390	8565419387	R-27573	2001-02-15
164	8565411700390	8566350716	R-27573	2001-02-15
165	8565892826962	8565897886	R-69696	2001-02-14
166	8565894152885	8565894529	R-13647	2001-02-14
167	8566278070426	8566274520	R-70726	2001-02-16
168	8566299528262	8566290915	R-20017	2001-02-14
169	8566299528262	8566292470	R-20017	2001-02-14
170	8566299528262	8566293241	R-20017	2001-02-14
171	8566299528262	8566296219	R-20017	2001-02-14
172	8566299528262	8566296629	R-20017	2001-02-14
173	8566299528262	8566297245	R-20017	2001-02-14
174	8566299528262	8566297357	R-20017	2001-02-14
175	8566299528262	8567787637	R-20017	2001-02-14
176	8566620224407	8566623288	R-69855	2001-02-16
177	8566655575682	8566610966	R-95830	2001-02-14
178	8567699387045	8567697241	R-30282	2001-02-19
179	8567788679571	8567781750	R-98347	2001-02-15
180	8567797000012	8564828672	R-46978	2001-01-29
181	8567797000012	8564829046	R-46978	2001-01-29
182	8567797000012	8564829058	R-46978	2001-01-29
183	8567797000012	8567790063	R-46978	2001-01-29
184	8567797000012	8567790141	R-46978	2001-01-29
185	8567797000012	8567790293	R-46978	2001-01-29
186	8567797000012	8567790538	R-46978	2001-01-29
187	8567797000012	8567790634	R-46978	2001-01-29
188	8567797000012	8567790637	R-46978	2001-01-29
189	8567797000012	8567790825	R-46978	2001-01-29
190	8567797000012	8567790901	R-46978	2001-01-29
191	8567797000012	8567790913	R-46978	2001-01-29
192	8567797000012	8567790924	R-46978	2001-01-29
193	8567797000012	8567790963	R-46978	2001-01-29

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
194	8567797000012	8567790978	R-46978	2001-01-29
195	8567797000012	8567791008	R-46978	2001-01-29
196	8567797000012	8567791261	R-46978	2001-01-29
197	8567797000012	8567791305	R-46978	2001-01-29
198	8567797000012	8567791342	R-46978	2001-01-29
199	8567797000012	8567791426	R-46978	2001-01-29
200	8567797000012	8567791520	R-46978	2001-01-29
201	8567797000012	8567791658	R-46978	2001-01-29
202	8567797000012	8567793343	R-46978	2001-01-29
203	8567797000012	8567793725	R-46978	2001-01-29
204	8567797000012	8567797256	R-46978	2001-01-29
205	8567797000012	8567797318	R-46978	2001-01-29
206	9086249113370	9086249089	R-98335	2001-02-19
207	9087228300270	9085268739	R-32456	2001-02-16
208	9087228300270	9087079814	R-32456	2001-02-16
209	9087228300270	9087079816	R-32456	2001-02-16
210	9087228300270	9087221990	R-32456	2001-02-16
211	9087228300270	9087228301	R-32456	2001-02-16
212	9087228300270	9087228302	R-32456	2001-02-16
213	9087228300270	9087228303	R-32456	2001-02-16
214	9087228300270	9087228304	R-32456	2001-02-16
215	9733040967427	9733040922	R-98866	2001-02-16
216	9733454077658	9733454121	R-20019	2001-02-14
217	9733510335057	9733510335	R-28803	2001-02-14
218	9734031262091	9734038403	C-76376	2001-02-15
219	9734270804016	9734277538	R-97715	2001-02-14
220	9736615205348	9736615206	R-20021	2001-02-14
221	9737421007539	9737421031	R-31128	2001-02-20
222	9737421007539	9737421070	R-31128	2001-02-20
223	9738387327085	9738389437	R-28815	2001-02-14
224	7325441778612	7325441778	R-30416	2001-02-19
225	7322949756320	7322949756	R-70916	2001-02-19
226	7325311948142	7325311948	R-98432	2001-02-15
227	7323934800621	7323934800	R-27574	2001-02-20
228	6095858426775	6095858426	R-29015	2001-02-14
229	6099716865452	6099716865	R-99055	2001-02-19

Appendix B: Billing Telephone Number with Customer Code from Line Loss Reports

No.	BTN with customer code	WTN	Service Order ID	Conversion date
1	2012176614132	2012173840	R-97710	2001-02-20
2	2012176614132	2012176614	R-97710	2001-02-20
3	2012391471366	2012391471	R-42879	2001-02-14
4	2013460960953	2013630065	R-29947	2001-02-16
5	2013879228813	2013857734	R-69688	2001-02-16
6	2013879228813	2014399577	R-69688	2001-02-16
7	2014346556905	2013321909	R-95134	2001-02-15
8	2014346556905	2014346589	R-95134	2001-02-15
9	2014402071084	2014405095	R-98370	2001-02-15
10	2015411600256	2015411656	R-29532	2001-02-13
11	2015411600256	2015417334	R-29532	2001-02-13
12	2015411600256	2015417737	R-29532	2001-02-13
13	2015411600256	2015417738	R-29532	2001-02-13
14	2016664408533	2016666635	R-98864	2001-02-16
15	2016707956599	2016700996	R-31051	2001-02-20
16	2018259500133	2018251336	R-16186	2001-02-20
17	2018259500133	2018253146	R-16186	2001-02-20
18	2018259500133	2018253180	R-16186	2001-02-20
19	2018259500133	2018253243	R-16186	2001-02-20
20	2018259500133	2018253337	R-16186	2001-02-20
21	2018259500133	2018253410	R-16186	2001-02-20
22	2018259500133	2018253474	R-16186	2001-02-20
23	2018259500133	2018254829	R-16186	2001-02-20
24	2018259500133	2018254857	R-16186	2001-02-20
25	2018259500133	2018258160	R-16186	2001-02-20
26	2018259500133	2018258168	R-16186	2001-02-20
27	2018259500133	2018259501	R-16186	2001-02-20
28	2018259500133	2018259502	R-16186	2001-02-20
29	2018259500133	2018259503	R-16186	2001-02-20
30	2018259500133	2018259507	R-16186	2001-02-20
31	2018259500133	2018259513	R-16186	2001-02-20
32	2018259500133	2018259518	R-16186	2001-02-20
33	2018259500133	2018259626	R-16186	2001-02-20
34	2018259500133	2018259704	R-16186	2001-02-20
35	2018259500133	2018259739	R-16186	2001-02-20
36	2018408191979	2018408185	R-98397	2001-02-15
37	2018471044630	2018471043	R-29772	2001-02-14

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
38	2018471044630	2018471045	R-29772	2001-02-14
39	2018471044630	2018471333	R-29772	2001-02-14
40	2019919294001	2019914345	R-29794	2001-02-15
41	6093957275310	6093957276	C-57930	2001-02-20
42	6093966802038	6093961952	R-55545	2001-02-14
43	6093975661379	6093977053	R-30645	2001-02-20
44	6094660191619	6093339857	R-28724	2001-02-16
45	6094660191619	6094661692	R-28724	2001-02-16
46	6094660191619	6094661835	R-28724	2001-02-16
47	6094763716960	6094762179	R-13728	2001-02-14
48	6094972315124	6094972325	R-29397	2001-02-14
49	6095230033314	6095238787	R-56879	2001-02-16
50	6095979000017	6095974000	R-38396	2001-02-16
51	6095979000017	6095977507	R-38396	2001-02-16
52	6095979000017	6099787283	R-38396	2001-02-16
53	6096713204690	6096713205	R-24530	2001-02-14
54	6096713206691	6096713207	R-24532	2001-02-14
55	6096713208692	6096713209	R-24531	2001-02-14
56	6096713210693	6096713211	R-24533	2001-02-14
57	6096830460490	6096834120	R-56484	2001-02-16
58	6096830460490	6096830460	R-56484	2001-02-16
59	6096830460490	6096834120	R-56484	2001-02-16
60	6096830460490	6096830460	R-56484	2001-02-16
61	6096985421422	6096985430	R-29906	2001-02-16
62	6098779577707	6098779563	R-15165	2001-02-16
63	6098867594548	6098863138	R-96009	2001-02-15
64	6099271580979	6099263167	R-29743	2001-02-20
65	6099533385330	6099530889	R-29167	2001-02-16
66	6099533385330	6099537167	R-29167	2001-02-16
67	6099677800225	6099671149	R-16246	2001-02-15
68	6099677800225	6099671698	R-16246	2001-02-15
69	6099677800225	6099671699	R-16246	2001-02-15
70	6099677800225	6099671703	R-16246	2001-02-15
71	6099677800225	6099674485	R-16246	2001-02-15
72	6099677800225	6099674493	R-16246	2001-02-15
73	6099677800225	6099678005	R-16246	2001-02-15
74	6099677800225	6099678006	R-16246	2001-02-15
75	6099677800225	6099678009	R-16246	2001-02-15
76	6099677800225	6099679217	R-16246	2001-02-15

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
77	6099716865451	6099713845	R-99055	2001-02-19
78	6099716865451	6099719081	R-99055	2001-02-19
79	7322240154392	7322240679	C-53105	2001-02-13
80	7322240154392	7322240735	C-53105	2001-02-13
81	7322240154392	7322240913	C-53105	2001-02-13
82	7322240154392	7322241159	C-53105	2001-02-13
83	7322240154392	7322241248	C-53105	2001-02-13
84	7322240154392	7322243874	C-53105	2001-02-13
85	7322240154392	7322247086	C-53105	2001-02-13
86	7322240154392	7322247092	C-53105	2001-02-13
87	7322240154392	7322247294	C-53105	2001-02-13
88	7322240154392	7322247392	C-53105	2001-02-13
89	7322240154392	7322248752	C-53105	2001-02-13
90	7322240154392	7322249156	C-53105	2001-02-13
91	7322240154392	7322249180	C-53105	2001-02-13
92	7322240154392	7322249326	C-53105	2001-02-13
93	7322240154392	7322249371	C-53105	2001-02-13
94	7322240154392	7325300359	C-53105	2001-02-13
95	7322240154392	7325300749	C-53105	2001-02-13
96	7322240154392	7325301421	C-53105	2001-02-13
97	7322240154392	7325301532	C-53105	2001-02-13
98	7322240154392	7325302151	C-53105	2001-02-13
99	7322240154392	7325303263	C-53105	2001-02-13
100	7322240154392	7325303296	C-53105	2001-02-13
101	7322240154392	7325303475	C-53105	2001-02-13
102	7322240154392	7325303762	C-53105	2001-02-13
103	7322240154392	7325304175	C-53105	2001-02-13
104	7322240154392	7325304638	C-53105	2001-02-13
105	7322240154392	7325305328	C-53105	2001-02-13
106	7322240154392	7325307924	C-53105	2001-02-13
107	7322240154392	7325308010	C-53105	2001-02-13
108	7322240154392	7325308051	C-53105	2001-02-13
109	7322240154392	7325308056	C-53105	2001-02-13
110	7322240154392	7325308123	C-53105	2001-02-13
111	7322240154392	7325308182	C-53105	2001-02-13
112	7322240154392	7325308327	C-53105	2001-02-13
113	7322240154392	7325308369	C-53105	2001-02-13
114	7322240154392	7325308374	C-53105	2001-02-13
115	7322240154392	7325308423	C-53105	2001-02-13

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
116	7322240154392	7325308571	C-53105	2001-02-13
117	7322240154392	7325308607	C-53105	2001-02-13
118	7322240154392	7325308624	C-53105	2001-02-13
119	7322240154392	7325308918	C-53105	2001-02-13
120	7322240154392	7325308923	C-53105	2001-02-13
121	7322240154392	7325308930	C-53105	2001-02-13
122	7322240154392	7325308956	C-53105	2001-02-13
123	7322240154392	7325309314	C-53105	2001-02-13
124	7322240154392	7325309532	C-53105	2001-02-13
125	7322240154392	7325309635	C-53105	2001-02-13
126	7322240154392	7329369137	C-53105	2001-02-13
127	7322409533270	7322403742	R-69893	2001-02-14
128	7322646845135	7322646847	R-29047	2001-02-14
129	7323907784332	7323908618	R-70193	2001-02-16
130	7324314234419	7324315428	R-30254	2001-02-19
131	7325741880454	7325740470	R-70951	2001-02-19
132	7325741880454	7325740470	R-70951	2001-02-19
133	7325741880454	7325740470	R-70951	2001-02-19
134	7325741880454	7325740470	R-70951	2001-02-19
135	7326800129449	7326801515	C-57924	2001-02-16
136	7329880986621	7329880986	R-32207	2001-02-20
137	8562274826259	8562325602	R-98779	2001-02-20
138	8564282615497	8564282886	R-24356	2001-02-14
139	8564531626233	8564557049	R-69853	2001-02-15
140	8564670700949	8564670412	R-27694	2001-02-20
141	8564670700949	8564671218	R-27694	2001-02-20
142	8564670700949	8564671836	R-27694	2001-02-20
143	8564670700949	8564671932	R-27694	2001-02-20
144	8564670700949	8564672003	R-27694	2001-02-20
145	8564670700949	8564672081	R-27694	2001-02-20
146	8564670700949	8564672108	R-27694	2001-02-20
147	8564670700949	8564672114	R-27694	2001-02-20
148	8564670700949	8564672147	R-27694	2001-02-20
149	8564670700949	8564672150	R-27694	2001-02-20
150	8564670700949	8564672152	R-27694	2001-02-20
151	8564670700949	8564672189	R-27694	2001-02-20
152	8564670700949	8564672279	R-27694	2001-02-20
153	8564670700949	8564672291	R-27694	2001-02-20
154	8564670700949	8564672303	R-27694	2001-02-20

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
155	8564670700949	8564672358	R-27694	2001-02-20
156	8564670700949	8564672376	R-27694	2001-02-20
157	8565411700389	8565410365	R-27573	2001-02-15
158	8565411700389	8565413862	R-27573	2001-02-15
159	8565411700389	8565415783	R-27573	2001-02-15
160	8565411700389	8565418584	R-27573	2001-02-15
161	8565411700389	8565419355	R-27573	2001-02-15
162	8565411700389	8565419358	R-27573	2001-02-15
163	8565411700389	8565419387	R-27573	2001-02-15
164	8565411700389	8566350716	R-27573	2001-02-15
165	8565892826961	8565897886	R-69696	2001-02-14
166	8565894152884	8565894529	R-13647	2001-02-14
167	8566278070425	8566274520	R-70726	2001-02-16
168	8566299528261	8566290915	R-20017	2001-02-14
169	8566299528261	8566292470	R-20017	2001-02-14
170	8566299528261	8566293241	R-20017	2001-02-14
171	8566299528261	8566296219	R-20017	2001-02-14
172	8566299528261	8566296629	R-20017	2001-02-14
173	8566299528261	8566297245	R-20017	2001-02-14
174	8566299528261	8566297357	R-20017	2001-02-14
175	8566299528261	8567787637	R-20017	2001-02-14
176	8566620224406	8566623288	R-69855	2001-02-16
177	8566655575681	8566610966	R-95830	2001-02-14
178	8567699387044	8567697241	R-30282	2001-02-19
179	8567788679570	8567781750	R-98347	2001-02-15
180	8567797000011	8564828672	R-46978	2001-01-29
181	8567797000011	8564829046	R-46978	2001-01-29
182	8567797000011	8564829058	R-46978	2001-01-29
183	8567797000011	8567790063	R-46978	2001-01-29
184	8567797000011	8567790141	R-46978	2001-01-29
185	8567797000011	8567790293	R-46978	2001-01-29
186	8567797000011	8567790538	R-46978	2001-01-29
187	8567797000011	8567790634	R-46978	2001-01-29
188	8567797000011	8567790637	R-46978	2001-01-29
189	8567797000011	8567790825	R-46978	2001-01-29
190	8567797000011	8567790901	R-46978	2001-01-29
191	8567797000011	8567790913	R-46978	2001-01-29
192	8567797000011	8567790924	R-46978	2001-01-29
193	8567797000011	8567790963	R-46978	2001-01-29

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No.	BTN with customer code	WTN	Service Order ID	Conversion date
194	8567797000011	8567790978	R-46978	2001-01-29
195	8567797000011	8567791008	R-46978	2001-01-29
196	8567797000011	8567791261	R-46978	2001-01-29
197	8567797000011	8567791305	R-46978	2001-01-29
198	8567797000011	8567791342	R-46978	2001-01-29
199	8567797000011	8567791426	R-46978	2001-01-29
200	8567797000011	8567791520	R-46978	2001-01-29
201	8567797000011	8567791658	R-46978	2001-01-29
202	8567797000011	8567793343	R-46978	2001-01-29
203	8567797000011	8567793725	R-46978	2001-01-29
204	8567797000011	8567797256	R-46978	2001-01-29
205	8567797000011	8567797318	R-46978	2001-01-29
206	9086249113369	9086249089	R-98335	2001-02-19
207	9087228300269	9085268739	R-32456	2001-02-16
208	9087228300269	9087079814	R-32456	2001-02-16
209	9087228300269	9087079816	R-32456	2001-02-16
210	9087228300269	9087221990	R-32456	2001-02-16
211	9087228300269	9087228301	R-32456	2001-02-16
212	9087228300269	9087228302	R-32456	2001-02-16
213	9087228300269	9087228303	R-32456	2001-02-16
214	9087228300269	9087228304	R-32456	2001-02-16
215	9733040967426	9733040922	R-98866	2001-02-16
216	9733454077657	9733454121	R-20019	2001-02-14
217	9733510335056	9733510335	R-28803	2001-02-14
218	9734031262090	9734038403	C-76376	2001-02-15
219	9734270804015	9734277538	R-97715	2001-02-14
220	9736615205347	9736615206	R-20021	2001-02-14
221	9737421007538	9737421031	R-31128	2001-02-20
222	9737421007538	9737421070	R-31128	2001-02-20
223	9738387327084	9738389437	R-28815	2001-02-14
224	7325441778611	7325441778	R-30416	2001-02-19
225	7322949756319	7322949756	R-70916	2001-02-19
226	7325311948141	7325311948	R-98432	2001-02-15
227	7323934800620	7323934800	R-27574	2001-02-20
228	6095858426774	6095858426	R-29015	2001-02-14
229	6099716865451	6099716865	R-99055	2001-02-19

